

CBP-2019-081702



**U.S. Customs and  
Border Protection**

September 3, 2019

Michael Morisy  
MuckRock  
DEPT MR 8645  
411A Highland Ave  
Somerville, MA 02144

Dear Mr. Morisy:

During routine maintenance of our website ([cbpfoia@cbp.dhs.gov](mailto:cbpfoia@cbp.dhs.gov)) we discovered numerous email messages requesting a status on various requests for records under the Freedom of Information Act submitted by your organization MuckRock. Please be advised this email account is not monitored and requests sent to this address will not be processed.

For more information on submitting a proper FOIA request, please visit [https://help.cbp.gov/app/answers/detail/a\\_id/1729/~how-do-i-submit-a-foia-request%3F](https://help.cbp.gov/app/answers/detail/a_id/1729/~how-do-i-submit-a-foia-request%3F). There are two options for submitting a request, via FOIAonline (web based system) or by mailing to our office in Washington, DC. If you choose to utilize FOIAonline, you will need to create an account at <https://foiaonline.gov/foiaonline/action/public/createAccount>. All future requests would need to be submitted via this account. This will allow you to receive a tracking number as soon as your request is filed. You will also be able to track your case progress in real-time and communicate directly with FOIA staff assigned to work on your case.

On August 30, 2019 our office uncovered an email requesting the status update regarding a requests for records related to "...software used to train Predator Drone pilots, including any compiled binaries as well as the source code for this training software. Please also include the contract under which this software was developed." The initial date on the email string appears to be January 10, 2014. A search of the FOIAonline system did not reveal a case related to this request. It appears you did not submit a request via FOIAonline or to our office at:

U.S. Customs and Border Protection  
FOIA Officer  
90 K Street, NW, 9<sup>th</sup> Floor,  
Mail Stop 1181  
Washington, DC 20229-1181

As a curtesy, we have entered your request into our system to be processed. In the future, please refrain from submitting requests or inquiring as to the status of a request via [cbpfoia@cbp.dhs.gov](mailto:cbpfoia@cbp.dhs.gov) as this address is not monitored. If you chose to utilize FOIAonline, no additional outside correspondence will be required. Should you need any additional assistance concerning the status of a request, please contact our FOIA Liaison at (202) 325-0150.

Mr. Michael Morisy

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If you opt to submit by mailing a physical copy of your request (see address above), please do not submit duplicate requests. You may contact the FOIA Liaison to verify your request has been received. Duplicate requests delay processing times and divert valuable resources.

Sincerely,

CBP FOIA Division